



## PROGRAM EVALUATION DIVISION

### NORTH CAROLINA GENERAL ASSEMBLY

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**TO:** JOINT LEGISLATIVE PROGRAM EVALUATION OVERSIGHT COMMITTEE  
**FROM:** JOHN TURCOTTE, PROGRAM EVALUATION DIVISION  
**SUBJECT:** RECOMMENDED WORK PLAN REVISION  
**DATE:** APRIL 25, 2012

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Attached is a listing of Program Evaluation Division projects that are ongoing or planned as well as those that will continue to be deferred for reasons indicated.

In addition, as requested by your committee and as described in Section F of the listing, I recommend amending the Work Plan by your adoption of the following motion:

***Amend the Work Plan by adding a review of major law enforcement agency fleet management and deleting the following three projects: Chapter 150 B Contested Cases; Ratio of Employees to Supervisors in Executive Agencies; and Information Technology Services Reform.***

# **Current Program Evaluation Division Projects and Recommended Continued Deferral or Deletion from the Work Plan as Approved by the Joint Legislative Program Evaluation Oversight Committee**

## **A. Upcoming 2012 Program Evaluation Division Reports**

**North Carolina Railroad Company.** Session Law 2011-145, Section 28.12A as amended by **Session Law 2011-391**, Section 52 requires PED to conduct a comprehensive examination of the North Carolina Railroad Company, a North Carolina corporation of which the state is the sole shareholder. Mandated due date: November 1, 2012.

## **B. Project Requiring JLPEOC Authorization for Completion in 2012**

**Major Law Enforcement Agency Fleet Management.** PED has received legislative requests to examine the motor vehicle fleets of the DPS Highway Patrol, DPS Alcohol Law Enforcement Division, and DOJ State Bureau of Investigation to review policies and practices regarding fleet management, including vehicle use, assignment, acquisition, and replacement, and to complement the series of PED statewide reviews of fleet management required by **Session Law 2011-145**, Section 6.13(d). *PED recommends authorization by the Joint Committee.*

## **C. Projects Scheduled for Completion in 2012-2013**

**Department of the Secretary of State.** This evaluation will examine the efficiency and effectiveness of the operations of the Department of the Secretary of State including determining if the functions of the department can be transferred to other state agencies.

**Department of Public Instruction Operations.** This evaluation will examine the effectiveness and efficiency of the Department of Public Instruction's operations, including management, services, and accountability.

**Privatization Potential of State Government Programs.** This evaluation will develop a process for identifying and evaluating feasible opportunities for privatizing state government programs and identifying government activities that may be appropriate for privatization.

**Ecosystem Enhancement Program.** This evaluation will examine the efficiency of the Department of Environment and Natural Resources Ecosystem Enhancement Program, focusing on funding, staffing, and management.

## **D. Mandatory Project Due 2014**

**Pilot Program for Overnight Respite Services Provided by Adult Day Care Facilities.** **Session Law 2011-104** requires PED to evaluate the provision of overnight respite services in adult day care facilities by analyzing the results of the pilot program authorized by this legislation. Mandated due date: October 1, 2014.

## **E. Projects Recommended for Continued Deferral**

**Golden LEAF Foundation Grant-Making Process.** This evaluation will examine the effectiveness of the Golden LEAF Foundation's grant-making process including the criteria used to determine grant awards, the monitoring process for grantees, and the evaluation of outcomes resulting from grants. The evaluation also will compare the Golden LEAF Foundation grant-making process to determine best practices used by other foundations. *PED recommends deferral pending the completion and results of an ongoing performance audit by the State Auditor that may necessitate project scope revision or a recommendation for deleting the project.*

**UNC-TV.** This evaluation will examine the efficiency and effectiveness of UNC-TV's management, funding, and operation including reviewing how other states are involved in public broadcasting. *PED recommends continued deferral as program funding is now under justification review by the Fiscal Research Division.*

**Driver Licensing Services.** This evaluation will assess the effectiveness and efficiency of the Division of Motor Vehicles' current system for providing driver licensing services including operations, management, service fees, and customer satisfaction. *PED recommends continued deferral pending implementation of modifications to the driver licensing process proposed by DMV and pending completion of projects in categories A-C.*

**Unused, Underutilized, and Surplus Property.** This evaluation will examine the efficiency and effectiveness of the legal and administrative process for identifying under-utilized or surplus land and facilities owned and maintained by state agencies and universities. *PED recommends continued deferral pending the outcome of the ongoing work by the House Select Committee on State Assets that may necessitate project scope revision and pending completion of projects in categories A-C.*

## **F. Projects Recommended for Deletion from Work Plan**

**Chapter 150B Contested Cases.** This evaluation would consist of a series of studies that examine decisions rendered by administrative law judges that are overturned as a final agency decision. The studies would examine the nature of the cases, basis for reversals, number of cases appealed to Superior Court, and results of those appeals. *PED recommends deletion because of lack of interest by legislators.*

**Ratio of Employees to Supervisors in Executive Agencies.** This evaluation would develop a measure based on the ratio of employees to supervisors, or span of control, to determine the efficiency of state agency management. *PED recommends deletion of the project due to lack of interest by legislators.*

**Information Technology Services Reform.** This evaluation would assess the implementation of **Session Law 2004-129** that created an IT management and oversight structure including the Office of State Information Technology Services. The aim was to improve planning and project development, to reduce cost overruns, assist agencies, and increase accountability. *PED recommends deletion of this project from the work plan because of recent administrative turnover, a lack of savings potential, and the potential for duplication of ongoing oversight by the Joint Information Technology Oversight Committee.*